



ORIGINAL

A subsidiary of Pinnacle West Capital Corporation



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July 27, 2006

2006 JUL 27 P 4: 49

Mr. Ernest Johnson
Director, Utilities Division
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

AZ CORP COMMISSION
DOCUMENT CONTROL

RE: AUTO-DIALER PILOT PROGRAM JULY 2006 QUARTERLY AND FINAL REPORT,
SETTLEMENT AGREEMENT PARAGRAPH 32 (f) AS REQUIRED BY DECISION 68112
DOCKET NO'S. E-01345A-04-0657 AND E-03145A-03-0775

Dear Mr. Johnson:

Pursuant to Paragraph 32(f) of the Commission-approved Demand Estimation Settlement, APS changed its procedure of using an auto-dialer to attempt customer contact when the account had experienced consecutive months of estimated reads due to no-access. The change was the creation of a pilot program to call customers after the second consecutive estimated read instead of the third. This pilot went into effect in June of 2005. Calls are attempted between 1 and 4 days prior to the customer's scheduled meter read date.

The attached page shows the numbers of two and three month consecutive estimated reads due to customer controlled no-access for the fourth quarter immediately following the change to the auto-dialer procedure, or April through June, 2006.

APS has permanently adopted this change of making calls after the second consecutive estimated read in its auto-dialer program because of positive results, and will continue to monitor the effectiveness of the program.

Pursuant to Decision 68112, Settlement Agreement paragraph 32(f), this report was required for a twelve month period only, thus this is the final report.

If you have any questions please call David Rumolo at 602-250-3933.

Sincerely,

Brian Brumfield
Regulatory Affairs Supervisor
Regulation and Pricing Administration

Attachment

BFB/jjb

cc: Brian Bozzo, Compliance Officer
Docket Control, original plus 15

Arizona Corporation Commission
DOCKETED

JUL 27 2006

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RESULTS OF NEW AUTO-DIALER PROCEDURE

2nd Quarter 2006

CYCLE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	TOTALS
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April 2006

2 Consecutive Months
of No-Access

29	40	21	9	37	43	29	35	28	41	30	22	47	31	19	39	19	36	12	21	30
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618

3 Consecutive Months
of No-Access

14	15	3	6	13	16	11	17	10	6	18	6	14	16	8	16	8	13	13	8	10
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May 2006

2 Consecutive Months
of No-Access

28	30	14	15	25	34	19	n/a	n/a	n/a	26	31	n/a	21	24	n/a	32	18	35	n/a	24
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376

3 Consecutive Months
of No-Access

14	18	4	7	13	18	8	16	8	5	6	10	8	9	9	9	12	9	12	11	7
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June 2006

2 Consecutive Months
of No-Access

28	33	38	20	25	22	19	n/a	22	n/a	26	30	30	43	19	17	14	21	30	n/a	20
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457

3 Consecutive Months
of No-Access

10	12	4	9	8	12	7	5	10	13	6	10	16	10	8	5	6	11	6	8	10
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